Communication Skills

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The origin of the word ‘communication’ comes from the Latin word ‘comunicare’, which means ‘to make common’.

Communication creates a common ground for transmission of facts, ideas, opinions, feelings or attitudes between the persons sending the message and receiving the message.

The process of communication involves sorting, selecting and sending symbols and words in such a way as to help the listener perceive and formulate the same meaning as it exists, in the mind of the sender.

Communication Process

Sender → Encoding → Message → Channel → Receiver → Decoding → Feedback

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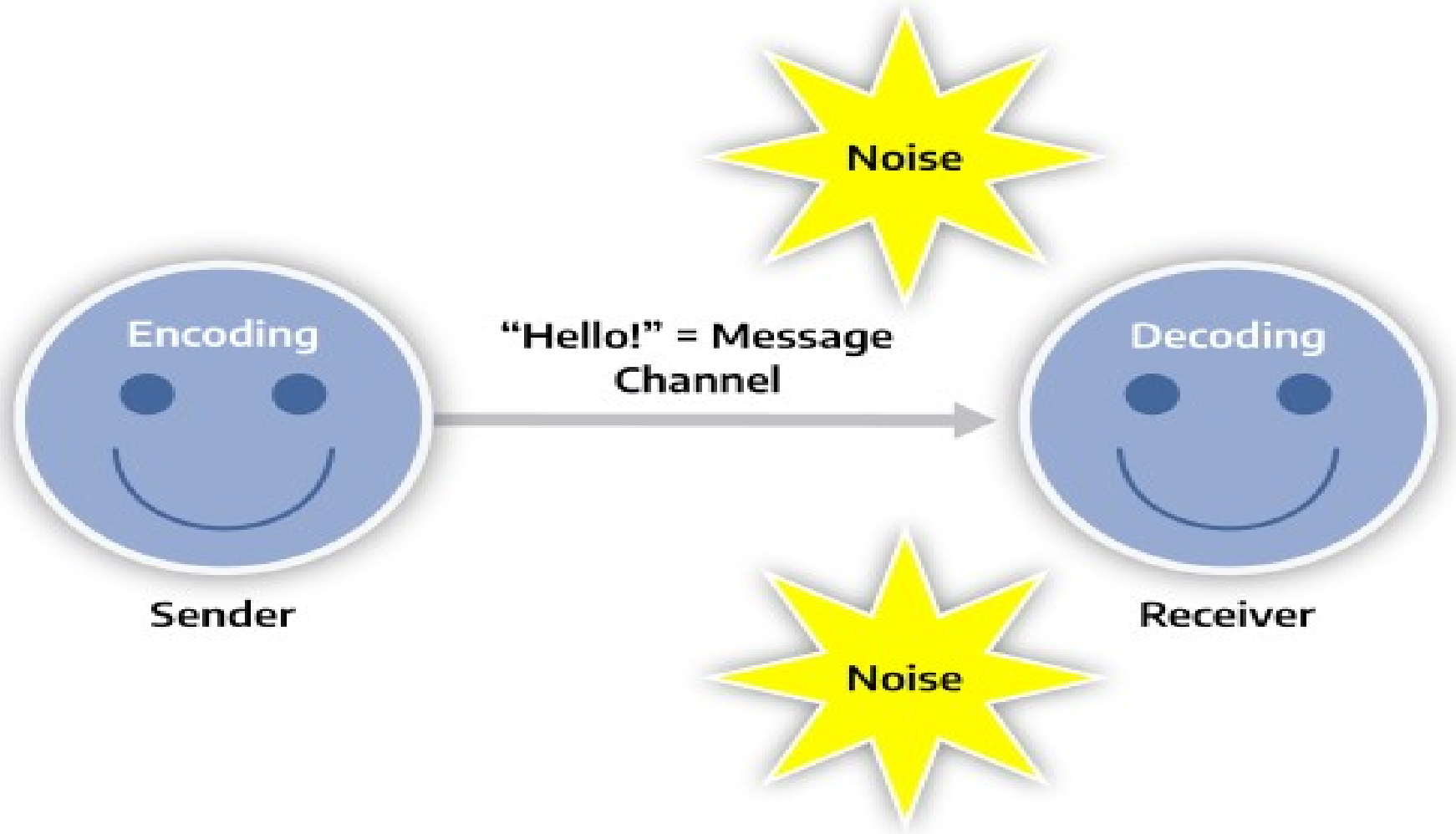
Noise



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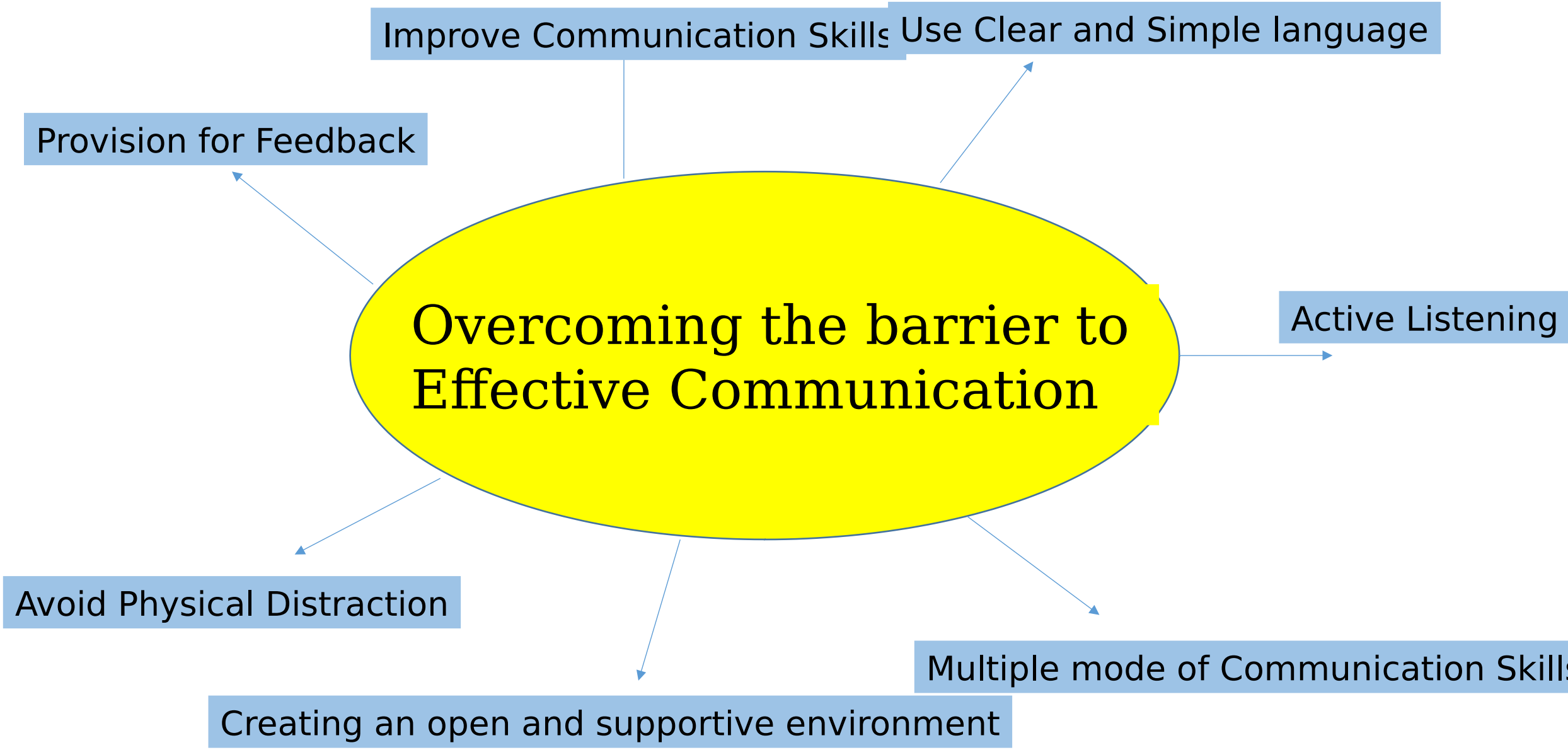
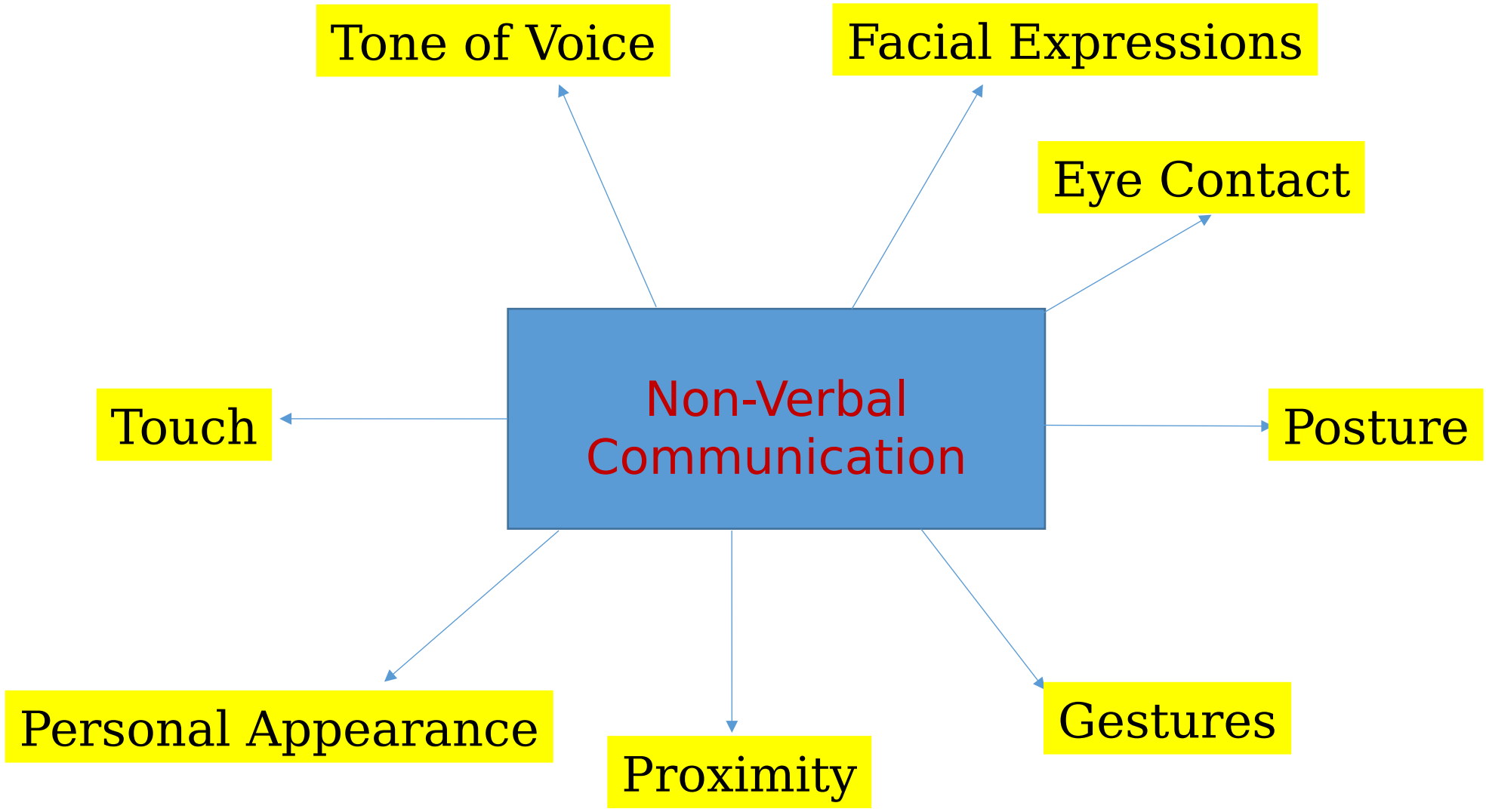

Improve Communication Skills
Use Clear and Simple language
Provision for Feedback
Overcoming the barrier to Effective Communication
Active Listening
Avoid Physical Distraction
Multiple mode of Communication Skills
Creating an open and supportive environment

Types of communication

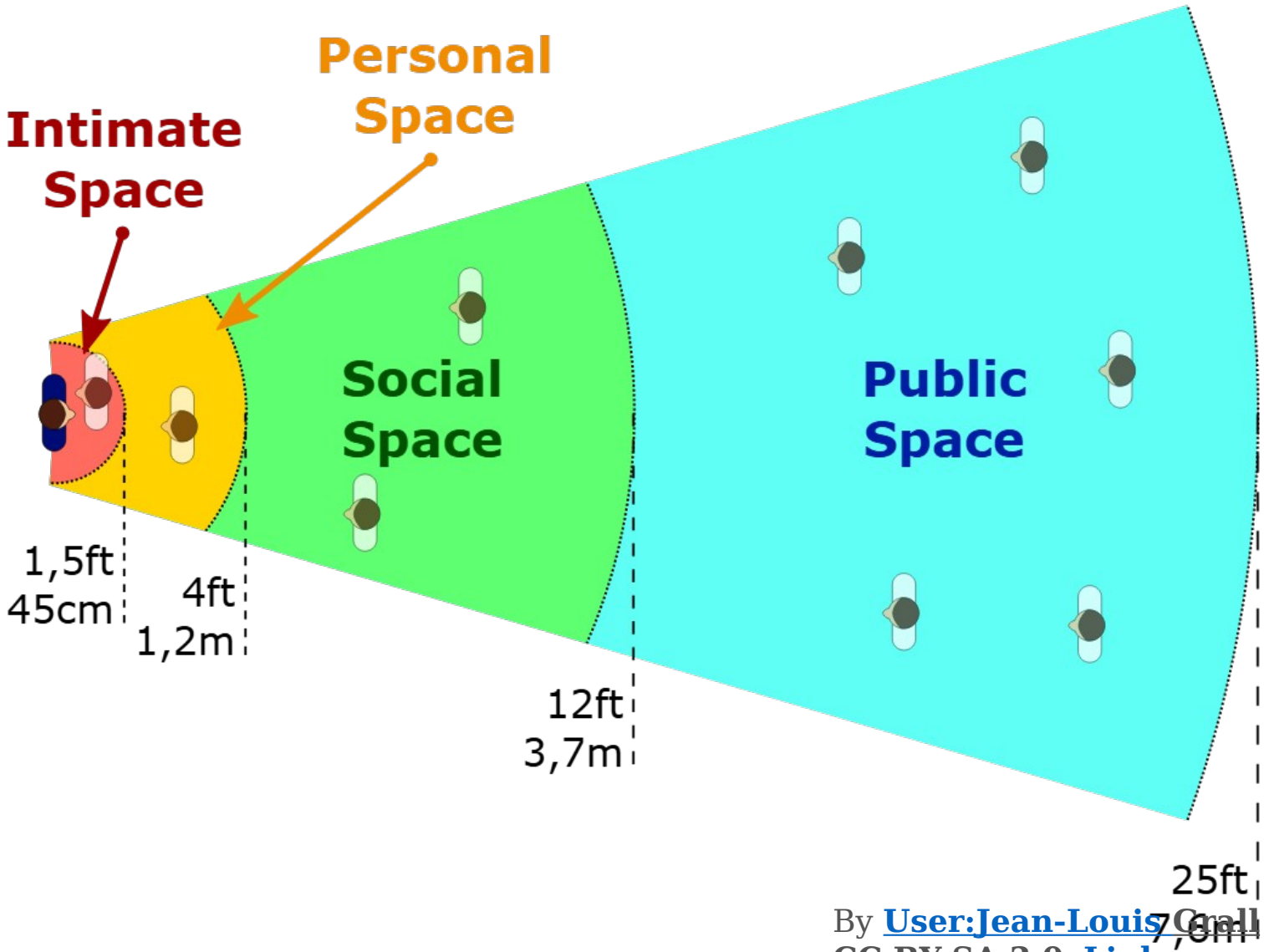
- Intrapersonal Communication
- Interpersonal Communication
- Group Communication
- Mass Communication

Basic Forms of Communication

- Verbal Communication
  - Speaking
  - Listening
- Non - Verbal Communication
- Writing


Tone of Voice
Facial Expressions
Eye Contact
Non-Verbal Communication
Touch
Posture
Personal Appearance
Proximity
Gestures

Proxemics



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